



Job Description

May 2024

Position: Tech Support Specialist
Status: Part-Time, Non-exempt
Salary: \$28.15 per hour, no benefits
Matrix Code: 576

Established in 1963 and successfully serving the entire county, the Contra Costa Crisis Center's mission is *to keep people alive and safe help them through crises and provide or connect them to culturally relevant resources in the community*. Core programs include 24/7 Crisis Lines and 211 Information & Referral Services. The Contra Costa Crisis Center operates with approximately 40 highly trained volunteers and a staff of nearly 25.

The Tech Support Specialist supports staff using the organization's technology systems. Responds to helpdesk questions and resolves problems. Develops training one-on-one and/or group training. Creates documentation for users. May perform routine software updates. He / She reports to the Executive Director.

Responsibilities:

1. Manages agency's Phones Systems, PC's and Network.
2. Generates passwords and passcodes for agency's Security Systems.
3. Assist the Database Manager with Service Point, AIRS and Resource Database Management.
4. Social Media and Website
 - Maintain the Agency's website
 - Ensure a consistent message and public presence across all platforms.
 - Respond to Social Media request
 - Initiate Social Media Posts when appropriate
 - Interface with all Agency Programs to promote and provide the greatest community awareness.
 - Using both ways to keep donors inform about the Crisis Center fundraising events.
5. Using and seeking ways to use Social Media and our website when Agency is engaged during an emergency response Be available on occasion, to work weekends and evenings.
6. Perform other tasks as assigned by the Finance Manager and Executive Director.

Qualifications:

1. Computer/software/database literacy.
2. Strong computer skills using Office 365.
3. Experience and comfort working in and with social media channels.
4. Ability to relate and communicate well with individuals of all ages, ethnicities, cultures, and social backgrounds.
5. Clear Live Scan electronic background check.
6. AIRS certified or certifiable

To apply, send your cover letter and resume directly to Elaine Cortez Schroth at elainecs@crisis-center.org

The Contra Costa Crisis Center is an equal-opportunity employer.